



# SMOG CHECK ADVISORY

Official Publication of the California Department of Consumer Affairs/Bureau of Automotive Repair

February 1999

## First LIRAP Recipient Receives Successful Service

**P**aul Criswell, 45, owner of Paul's Automotive, Inc. in downtown Sacramento, is the first shop owner in the state to serve a motorist in the state's new Low-Income Repair Assistance Program (LIRAP). The result was good news for all concerned.

After spending the required \$250, the LIRAP motorist got \$342.29 worth of additional repairs completed at no cost to her, Criswell enhanced his reputation with his customer and BAR representatives, and BAR's pilot LIRAP procedures worked effectively. As Criswell and BAR worked through the program's maiden repair, they also agreed on some minor fine-tuning of procedures.

"We wanted to be there to be sure that the procedures that had been worked out on paper with the industry made sense and that they worked," explained Doug Juarez. As a LIRAP representative, he had asked owners at eight shops currently participating in the program to notify LIRAP staff when they got their first eligible motorist.

Under current LIRAP requirements, eligible motorists must pay \$250 toward emissions-related repairs when their vehicle fails a *biennial* Smog Check, and the state will cover the remainder up to a maximum of \$450.

"After repairs are made, the Smog Check station fills out a biweekly report and mails it to BAR," Juarez said.

"Once it is verified, BAR's client service team processes it and issues a payment to the station that performed the repairs within two to three weeks."

Juarez was impressed with how Criswell handled the program requirements and the entire process with his customer. Juarez confirmed that Criswell followed the maintenance and repair specifications and procedures required by sections 44016 of the Health and Safety Code, and 3340.41 of

the California Code of Regulations, which requires that diagnosis and repair be done according to the vehicle manufacturer's recommended procedures.

For his part, Criswell, who has been doing Smog Checks since 1974, runs a Gold Shield Guaranteed Repair station (GSGR) and a Gross Polluter Certification (GPC) pilot station (the requirement for LIRAP eligibility). As a result, he said he tends to be very thorough, and his LIRAP recipient, who asked that her name not be used, had been a repeat customer. After her 1985 Ford Escort with an odometer reading of 87,663 miles failed its Smog Check at a Test-Only Center, she came to him.

"She had a problem with the carburetor; the choke was not working properly," he said. "We did what we could, but then it failed (after a second Test-Only Center inspection) as a Gross Polluter because the choke

(see *LIRAP*, continued on page 5)



Paul Criswell, owner of Paul's Automotive in downtown Sacramento, was the first shop owner in the state to use the State's new Low-Income Repair Assistance Program (LIRAP).

## Fuel Cap Testing Delayed Until May 1

**M**ay 1 has been tentatively set to begin fuel cap testing in non-enhanced areas, contingent upon commitments by Test Analyzer System (TAS) manufacturers.

"We expect manufacturers to let us and their customers know if the fuel cap testing hardware is compatible with the BAR-97 and if their BAR-90 software updates make the BAR-90s Year 2000 compliant (Y2K)," said Leon Vann, BAR's Chief of Engineering and Smog Check Operations. "We strongly urge station owners to ask BAR-90 manufacturers to confirm, in writing, that their system updates are Y2K compliant."

Vann added that BAR plans to encourage the establishment of performance measures for manufacturers and station operators that would specify penalties for the responsible party, if they are not ready to begin fuel cap testing on May 1.

Fuel cap testing in non-enhanced areas was originally scheduled for December 15, 1998, but the plan was suspended on December 3 because of slow sales and delivery of the testers and their required software.

A public hearing on permanent adoption of emergency fuel cap testing regulations was held on February 5 in San Francisco. ❖

## Locator Finds Elusive Parts

California motorists can save themselves time and trouble with just a phone call to the Emissions Parts Locator operated by the California Youth Authority Free Venture Program.

"The real value of the service is that callers are given program information without being bounced around or sent to parts providers who are unable to find the equipment they need," said George Adelsperger, BAR's Manuals and Publications manager.

As an example, in the month of October, 894,681 smog tests were performed statewide, and 4,573 vehicles failed the visual inspection portion of the Smog Check because of missing, modified, or disconnected emissions parts.

More than 1,200 motorists called looking for information or the parts they needed to pass the test, and all but 19 were directed to places where they could find the necessary equipment. Those 19 represent 0.002 percent of the inspections performed and 0.4 percent of all visual inspection failures.

The Air Resources Board gave BAR the authority to issue limited exemptions when parts are not available. A new exemption must be requested each time a Smog Check is needed so that currently available parts can be reinstalled.

"If local parts suppliers cannot supply the needed parts, motorists can call the Emissions Parts Locator at (800) 826-3566," Adelsperger added.

In 29 cases, when motorists insisted the parts were not available at the sources BAR provided, the Parts Locator verified that the parts were available, and the requested exemptions were denied.

"This service continues to be a real asset to motorists and the Smog Check program," Adelsperger said. ♦

## The Nitty Gritty of MCI Billing

There is some confusion about how MCI bills for its electronic transmission (ET) services, according to reports from BAR field offices and ET coordinator, Terry Ford.

"We wanted to clarify that MCI bases its monthly ET invoicing on a per-transaction charge of 30 cents," Ford explained. "Since there are typically two calls involved in a Smog Check test, the cost for the 'average' inspection is 60 cents."

Among the items that generate a transaction charge are these:

- ❖ An "initial" call.
- ❖ A second "initial" call as a result of a "no-match."
- ❖ An "end-of-test" call.
- ❖ An "off-line" stored test (billed at the rate of two transactions, i.e., the charge for both the "initial" and "end of test" transactions).
- ❖ An aborted test.
- ❖ A "training mode" test.
- ❖ A data file refresh.

Each Smog Check station license application packet contains an MCI "Terms and Conditions" statement, which states that the station will be responsible for "all transaction and transmission charges incurred by the Test Analyzer System (TAS) Unit." In addition, BAR is authorized to issue contracts for the operation of and the collection of fees for centralized computer database and networking services under section 44037.2 of the Health and Safety Code.

The 30 cents per transaction charge is prorated on a basis of 17 cents for MCI services and 13 cents for BAR-related services.

The MCI charges pay for a variety of items:

- ❖ Development and maintenance of the Vehicle Information Database (VID).

- ❖ Development, testing, and maintenance of all software required to support all Smog Check program components.
- ❖ Creation, testing, and maintenance of all software required to support electronic transmission between the VID and all BAR-90 and BAR-97 TAS units.
- ❖ Creation and maintenance of a statewide network to support all electronic communications.
- ❖ Receipt and vehicle record update of between 30,000 to 45,000 daily electronic Smog Check inspection results.
- ❖ Support for the purchase and use of electronic certificates.
- ❖ On-line transmission of all electronic certificates to the Department of Motor Vehicles (DMV).
- ❖ Support for 100,000 nightly DMV record updates and for the nightly update of BAR Auto Repair Dealer, smog station, and smog technician licenses.
- ❖ Support for smog referee and government facility programs.
- ❖ Technical and customer service-related ET "Help Desk" services.

The 13 cents BAR collects from each transaction pays primarily for BAR's costs for design, development, implementation, management, and daily operation of all ET services, including data management and access.

"This information should help stations better analyze their business operations and understand the actual costs to perform a Smog Check," Ford added. "This is the 'cost of doing business' and station operators typically pass this cost on to the consumer." ♦

## Auto Repair is Dream Come True for Welfare Mom

When she was 13, Stephanie Garza worked on cars alongside her dad, who asked her to help him because her hands were small and she could reach places he couldn't. She's wanted a career in auto repair ever since.

That dream made the 23-year-old welfare mom a perfect Work Experience Trainee candidate in BAR's new Welfare-to-Work Experience program.

"This is something I want so bad," she said. "I really wanted to get into it (auto repair), but I never got any serious offers."

Garza has been in the trainee program since December 1998. She spends two days per week working under the supervision of the Referee at Yuba College and, once she completes her first 40 hours under the program, will begin working an additional two days

at the Consumer Assistance and Referee Center located in the Natomas area of Sacramento County.

Ambitious and determined, she also works full-time in the evening at a local fast-food restaurant but is looking for a part-time job as a parts runner or something else more closely related to auto repair.

She and her three-year-old daughter have been on welfare for 18-20 months because of a divorce.

"It (the trainee program) is a good opportunity because working with the Referee is going to look so good on my resume," she said excitedly.

Prior to joining the trainee position, Garza had been enrolled in auto repair classes. Two other welfare recipients, have also entered the trainee program.

Under the Work Experience Program, candidates must complete 400 hours of courses, broken down into five specific modules, followed by another five modules that reinforce what was learned in previous ones, according to Rebecca Dirk, the program's general manager.

"We want to give them mentoring and supervisory skills," she added.

The first module covers general office work and teaches point of sale, check verification, cash register, copy and fax machines, and computer skills. Safety in the Work Environment is the second module, followed by Basic Engine Theory, Equipment, Maintenance and Use; Vehicle Inspection; and Emission Diagnostics.

"At the end of each module, there is a quiz, which becomes comprehensive as they go along," she said.

(See **WELFARE** continued on page 6)

## Eight Members Named to Advisory Committee

Eight members have been named to a new 13-member California Automotive Repair Advisory Committee, designed to address issues identified by the national summit held in Anaheim in September 1998, *Automotive Repair Leadership 2000: Strategies for Success*.

Established under Executive Order W-188-98 by former Governor Wilson on December 30, 1998, the committee will work in partnership on three key issues facing the automotive repair and collision industry in the next century:

- ❖ Educating and training automotive technicians in the skills needed to assure enhanced customer satisfaction and quality repairs.
- ❖ Recruiting women and men into the automotive repair and technology profession.
- ❖ Enhancing the image and professionalism of the automotive repair field.

The Committee is intended to be advisory in nature and will primarily gather, analyze, and evaluate information pertaining to the problem areas outlined at the national summit.

Appointed by the Secretary of the State and Consumer Services Agency, the Committee members are:

- ❖ Don Seene, ASE Master Technician, owner of Seene's Automotive in San Diego.
- ❖ Lynne Cardwell, owner of Car Care Center in Sacramento.
- ❖ John Ball, Training Manager and SAE member, American Honda Motor Co., Torrance.
- ❖ Wayne Olson, North American Council of Automotive Teachers, Huntington Beach.
- ❖ Dennis DeCota, California Service Station & Automotive Repair Association, Novato.
- ❖ Johan Gallo, Automotive Repair Coalition, Sacramento.

- ❖ Lane Hart, teacher, Sequoia Institute, Fremont.
- ❖ Rick Escalambre, Skyline College Department of Automotive Technology, San Bruno.

Three of the five remaining Committee appointments are required to represent the Department of Education, the Employment Development Department, and the California Better Business Bureau, and two representatives must be members of consumer protection organizations.

Committee meetings will be chaired by the Chief of the Bureau of Automotive Repair, who will be a nonvoting member. The Committee is required to report to the Governor annually and will serve through the year 2000. Members receive no compensation but will be reimbursed for expenses incurred in the performance of Committee duties. ❖



# SNAPSHOT

*Below are the Smog Check testing statistics for November and December. The numbers include both ASM and Two-Speed Idle (TSI) testing and the number of certificates issued for all tests.*

## Program Volume

	NOVEMBER	DECEMBER
Tests Conducted	734,427 *	818,679 *
Vehicles Tested	612,603	659,642
Vehicles Failed	63,107	66,341
Certificates Issued	624,381	696,180

## Type of Failure

Tailpipe:	34,185 ( 5.6%)	36,512 ( 5.5%)
Gross Polluters	14,958 ( 2.4%) **	15,045 ( 2.3%) **
Visual	12,124 ( 2.0%)	12,887 ( 2.0%)
Functional	27,468 ( 4.5%)	29,444 ( 4.5%)

## Failure by Station Type

Test & Repair	30,448 ( 8.1%)	30,662 ( 7.7%)
GSGR	14,693 (10.7%)	15,045 (10.2%)
GPC	5,056 ( 9.4%)	5,079 ( 9.0%)
Test-Only	12,897 (28.2%)	15,503 (27.6%)
Other (fleets)	15 ( 5.5%)	17 ( 4.5%)

## Consumer Assistance/Referee Centers

Tests	1,607	1,706
Failures	892 (55.5%)	923 (54.2%)
Gross Polluter Tests	33	29
Gross Polluter Failures	13 (39.4%)	5 (17.2%)
Certificates Issued	1,038	1,072
Cost Waivers Issued	106	106
Hardship Extensions Issued	223	195

## Average Repair Costs

Vehicles Repaired	53,253	53,477
Average Cost (statewide)	\$ 93	\$ 93
Test & Repair Stations	\$ 85	\$ 85
GSGR Stations	\$ 96	\$ 96
GPC Stations	\$132	\$133

\* Includes multiple tests on same vehicle.

\*\* Subset of tailpipe failures.



## LIRAP *(continued from page 1)*

slammed shut." The vehicle also had other problems, including loose wiring to the choke housing, ignition issues, and a defective catalytic converter, Criswell explained further.

Since his customer was experiencing some financial difficulties and was unable to afford all the repairs necessary to pass, he thought she might be interested in BAR's new repair assistance program.

She completed and submitted the application, while Criswell provided a copy of the required Vehicle Inspection Report and other documents, and faxed them to the Customer Assistance/Referee Scheduling Center for verification and authorization.

Once a tracking number was assigned, Criswell began the repairs, which included replacement of the defective catalytic converter. The final bill totaled \$592.29, which was actually below the amount originally estimated. Typically, Criswell spends 1-1/2 hours

on initial diagnosis, so at an hourly rate of \$68, \$102 of his customer's \$250 initial co-pay was for the diagnostics required to document the needed repairs.

The LIRAP motorist said she was not happy that she had to spend money to pass her Smog Check, but was pleased about the help she got from the program and the repair work done by Criswell.

"My car is running fine now," she said. "I had faith that he (Criswell) would be able to do the repairs." She said she thinks LIRAP is a good program because it will help other motorists save some money on car repairs.

Although he spent several hours learning how to complete the paperwork, Criswell said he thinks the LIRAP program worked pretty well and that paperwork will eventually take only 20 to 30 minutes as shop owners and technicians begin to use it more frequently. BAR is also stream-

lining the process, based on some suggestions from Criswell and others. Each participating LIRAP station will be provided a laminated, concise, easy-to-use instruction card explaining the process, according to Juarez.

LIRAP's Client Service Team members are committed to making certain that shops get paid for their service in a timely manner, Juarez said.

Criswell said that goal was met in his case. "It was fast enough for me," he said.

*Editor's Note:* While the LIRAP began in December in Sacramento, it became operational in San Diego and Los Angeles in January. All GPC stations in biennial areas are encouraged to contact the LIRAP staff at (916) 445-2010, and inquiries or questions may be addressed to any member of the LIRAP team, which includes Kurt Hepler, Robin Meckfessel, Ted Lenzie, Doug Juarez, and Leslie Chavez. ♦

## NEW LICENSING RULES

**A**s explained in last month's (January 1999) *Smog Check Advisory*, recent legislation that became effective January 1, 1999, gives BAR the authority to cancel auto repair dealer registrations that have been delinquent more than three years.

Moreover, if the registration is canceled because of delinquency, the registrant must apply for a new registration, meet current registration requirements, and pay applicable fees.

Any expired registration that is renewed within three years will now be subject to all accrued renewal and delinquency fees.

Station owners are also reminded that operating an auto repair facility with an expired registration is illegal and may result in administrative disciplinary action and possible criminal action. ♦

## Calendar of Coming Events



### FEBRUARY

**5** Public Hearing  
Fuel Cap Testing Regulations  
Edmund G. "Pat" Brown Building  
Auditorium  
505 Van Ness Avenue  
San Francisco  
9:00 a.m.

**9** Public Hearing  
Low-Income Repair Assistance  
Program (LIRAP) Regulations  
Department of Consumer Affairs  
Hearing Room  
400 R Street, Suite 1030  
Sacramento  
10:00 a.m.

**9** Gold Shield Performance Standards  
Notice of Proposed Action Filed  
with Office of Administrative Law  
(OAL)

**12** Lincoln's Birthday – State Holiday

**15** President's Day – State Holiday

**19** Gold Shield Performance Standards  
45-day Public Comment Period  
Begins

**26** Last day to introduce bills in  
California Legislature.

### APRIL

**6** Public Hearing  
Gold Shield Performance Standards  
(Time and location in Los Angeles  
to be announced)

### MAY

**1** Fuel Cap Testing in Non-Enhanced  
Areas Begins (*see related story on  
page 2*)

## Welfare *(continued from page 3)*

The course of study is designed to prepare trainees to enter the auto repair field. If trainees gain the required education and experience, they can consider becoming fully licensed Smog Check technicians. Dirk manages the program under a contract between the Community College Foundation (CCF) and BAR.

"The contract between BAR and CCF includes a work experience element for Welfare-to-Work recipients," she explained. The contract also requires the CCF to establish Consumer Assistance and Referee Centers, either on campuses or in the community, and to employ at the Centers students enrolled in auto repair classes at community colleges. Currently, there are 36 Centers located statewide, with 28 on community college campuses.

Significant outreach to state and county social service agencies was

required before the Welfare-to-Work element of the CCF-BAR contract could be implemented. That outreach required face-to-face meetings, creation of information packets, and follow-up calls to explain the program and the eligibility requirements.

"They (the counties) have been very receptive; they think it is a great idea," Dirk said. So far, Shasta, Tulare, Yuba, and Sacramento Counties have committed to participating in the program.

Before Garza and others are selected for the trainee program, they are required to submit an application and compete with others for a position in the program. They are interviewed by a panel of individuals that includes a Referee, a BAR representative, and a CCF coordinator and regional manager.

During the interview process, the trainee candidates are told the requirements for

the trainee program, the hours required, and that they will be held to the same standards as employees.

"We're trying to make it like a job as much as possible so they get the sense of interviewing," Dirk said. "If they are selected, they have a feeling of confidence."

Selection is not automatic, and in most cases interest in the program has been competitive. In Yuba County, four candidates were located, two went through the interview process, and one was selected. The same process was followed in the Tulare and Shasta County selections and had good results.

"So far we have heard that they like it (the program), and are doing well," Dirk said. ♦



## SMOG CHECK STATION CITATIONS

Facility Name	Address	City	ZIP	Level	ARD Number	Citation Number	Assess Amount	Assess Date	Date Mailed
B & J Auto Repair	696 Broadway	Chula Vista	91910	1	AL197282	C-1999000002	250.00	8/5/98	7/6/98
Bensor Chevron	1745 Spring Street	Paso Robles	93446	1	AE178186	C-1999000006	250.00	8/11/98	7/9/98
Smog Doctor	2270 Camden	Campbell	95008	3	AC171682	C-1999000008	1500.00	8/11/98	7/9/98
Shore Acres Auto Repair	603 Port Chicago Highway West	Pittsburg	94565	1	AH119363	C-1999000010	250.00	8/21/98	7/21/98
Excel Lube & Tune	4100 West Beverly Blvd.	Los Angeles	90004	1	AB145224	C-1999000012	250.00	9/3/98	8/4/98
Stadium Service Center	2696 Mission Village Drive	San Diego	92123	1	AF189736	C-1999000014	250.00	9/28/98	8/4/98
Auto Smog	5780 Miramar Road	San Diego	92121	1	AL186357	C-1999000016	250.00	8/31/98	8/5/98
Pathfinder Chevron	21324 East Pathfinder Road	Diamond Bar	91765	1	AH174096	C-1999000020	250.00	9/8/98	8/6/98
Smog Pros	1589 North Orange Grove	Pomona	91767	1	AG133451	C-1999000022	250.00	9/16/98	8/7/98
Jack's Chevron Service	300 South Atlantic Blvd.	Alhambra	91801	1	AE102578	C-1999000024	250.00	9/16/98	8/7/98
Grand Auto Care	744 West Grand Avenue	Covina	91724	1	AJ127466	C-1999000025	250.00	8/28/98	8/7/98
Sunset Arco	1333 Merced Avenue	West Covina	91790	1	AJ196306	C-1999000028	250.00	9/17/98	8/7/98
Bob's Auto Tech	2210 San Ramon Valley Blvd.	San Ramon	94583	1	AK042032	C-1999000032	250.00	9/10/98	8/10/98
Atlas Dodge Chrysler	2929 Harbor Blvd.	Costa Mesa	92626	2	AA001137	C-1999000034	750.00	9/24/98	8/19/98
Top-Valu Tire Center	22801 South Vermont Avenue	Torrance	90502	1	AG080610	C-1999000036	250.00	11/10/98	8/12/98
Top Tune	1502 South El Camino Real	San Clemente	92672	1	AD199169	C-1999000038	250.00	10/13/98	8/12/98
Smog or Tune	7644 Broadway #A	Lemon Grove	91945	1	AA144298	C-1999000040	250.00	9/11/98	8/12/98
South Coast Shell	1512 S E Bristol Street	Santa Ana	92707	1	AA198036	C-1999000042	250.00	10/13/98	8/12/98
Mesa Auto Teck	1927 Rear Harbor Blvd.	Costa Mesa	92627	1	AH168431	C-1999000044	250.00	9/28/98	8/12/98
Payon's Automotive	440 Dutton Avenue #3	Santa Rosa	95407	1	AJ174423	C-1999000046	250.00	10/2/98	8/13/98
American Smog	209 North Chester Avenue	Bakersfield	93308	2	AE172685	C-1999000051	750.00	9/15/98	8/20/98
Russell W Conkle Unocal	12071 Seal Beach Blvd.	Seal Beach	90740	1	AA001473	C-1999000053	250.00	9/21/98	8/24/98
Laguna Auto Service	1779 South Coast Highway	Laguna Beach	92651	1	AF147573	C-1999000055	250.00	9/29/98	8/24/98
Bill Schuster & Sons	2345 Laguna Canyon Road	Laguna Beach	92651	1	AD015078	C-1999000057	250.00	10/5/98	8/24/98
Seal Beach Chevron	12541 Seal Beach Blvd.	Seal Beach	90740	1	AG195622	C-1999000059	250.00	10/13/98	8/24/98
Seal Beach Arco Smog	490 Pacific Coast Highway	Seal Beach	90740	1	AK196616	C-1999000061	250.00	10/2/98	8/24/98
Leisure World Unocal	24082 El Toro Road	Laguna Hills	92653	1	AL163862	C-1999000063	250.00	10/30/98	8/24/98
Grease Lightning Lube & Tune	1070 West Olive	Porterville	93257	1	AF184446	C-1999000065	250.00	9/24/98	8/24/98
Smog Pros	1161 South Main	Fallbrook	92028	1	AH190374	C-1999000067	250.00	10/5/98	8/25/98
Ron's Auto Repair	1343 Brantley Street	Merced	95340	2	AH168508	C-1999000069	750.00	9/28/98	8/25/98

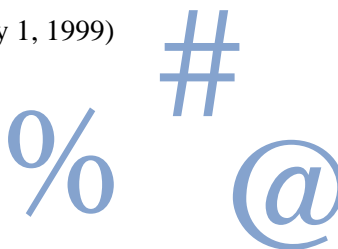
## Little Scoops...

- ❖ In the event you haven't heard, the California Environmental Protection Agency (Cal/EPA) recently announced that light-duty trucks, including pickups, minivans, and sport-utilities, will be required, starting in 2004, to meet the same pollution standards as cars. (Of the more than 1.6 millions vehicles sold in California in 1998, 43 percent were light-duty trucks.) In addition, the California Air Resources Board (CARB) of the Cal/EPA added diesel-powered vehicles to its list of vehicles being required to meet tighter pollution standards over the next three years. If these vehicles can't meet the same emissions standards as passenger cars by the 2007 model year, they won't be sold in California.
- ❖ In a recent e-mail inquiry, we were asked to clarify an item in an earlier edition of the *Smog Check Advisory*. The e-mail correspondent wanted to know, "What constitutes proof of BAR-certified course completion, such as a special certificate?" Nothing so complicated as that. Your official proof is the copy of page 4 of your license application, stamped and signed by the instructor (with an original signature) showing the course(s) completed.
- ❖ The year-end tally of how many "hits" BAR's webpage received in 1998 have been announced: [www.smogcheck.ca.gov](http://www.smogcheck.ca.gov) logged 7.93 million hits from 205,000 different users. Of those users, 136,000 came back for a second visit.
- ❖ BAR's Vehicle Retirement Program (VRP) has received more than 140 applications, and has retired 35 vehicles from consumers who voluntarily retired the vehicles after they failed a *biennial* Smog Check. The program began statewide on December 3, 1998.
- ❖ BAR's Low-Income Repair Assistance Program (LIRAP) continues to expand statewide (see story on page 1). You may contact the LIRAP staff at (916) 445-2010 if you are a Gross Polluter Certification station and want more information regarding participation. Consumers may call us at (800) 952-5210 for information or to request an application.

*Continued on back page*

## THE BOTTOM LINE

- 108** Cut score on the current smog exam
- 77.02** Percent of technicians passed EA Smog Check exam in December 1998
- 9,397** Technicians completed BAR-97 8-Hour Transition Training
- 4,559** Technicians completed the BAR-97 20-Hour Update Training (of approximately 8,700 technicians that will need it by June 20, 2000)
- Gold Shield Guaranteed Repair Stations (GSGR)**  
(as of January 1, 1999)
- 2,519** Stations Statewide
- Test & Repair Stations** (as of January 1, 1999)
- 4,950** Stations Statewide
- Test-Only Stations** (as of January 1, 1999)
- 213** Stations Statewide
- 314** Lanes Statewide



### Change of Name & Address Notification Required

Licensees who change their names and/or addresses are required to notify DCA's Licensing Division within 14 days. Here's how to do it:

1. Contact DCA's Licensing Division at (916) 322-4000 to request a change of name/address form.

2. Complete the form and mail it, along with your original Auto Repair Dealer business license and all associated station licenses (a photocopy of the business license may be posted at the place of business until the new license arrives), to:

Department of Consumer Affairs  
Licensing Division  
400 R Street, Suite 3080  
Sacramento, CA 95814

Or, if you're a Smog Check technician at a testing site, ask the test proctor for a Change of Candidate Information form, fill it out, and return it to the proctor. ❖



is published by the

**California Department  
of Consumer Affairs'  
Bureau of Automotive Repair**  
400 R Street, Sacramento, CA 95814

## **BAR FIELD OFFICE PHONE NUMBERS**

Bakersfield ..... (805) 833-6304  
Riverside ..... (909) 782-4250  
Canoga Park ..... (818) 596-4400  
Sacramento ..... (916) 255-4200  
Culver City ..... (310) 410-0024  
San Jose ..... (408) 277-1860  
Fresno ..... (209) 445-5015  
South El Monte .. (818) 575-6934  
Fullerton ..... (714) 680-7851  
Hayward ..... (510) 785-1961  
Oceanside ..... (760) 439-0942

DCA Cashiering (916) 322-7002  
DCA Licensing ... (916) 322-4010  
ET Help Desk .... (916) 255-4476  
MCI ..... (800) 731-SMOG  
(Then press 5 for technical support)

**Consumer Assistance and  
Referee Center: (800) 622-7733**

**DCA HOTLINE: (800) 952-5210**

Bulk Rate  
U.S. Postage  
PAID  
Sacramento, CA  
Permit No. 2083

## **Little Scoops** (continued from previous page)

- ❖ The process to revise the Gold Shield Performance Standards officially begins on February 9 (see Calendar on page 5) when a notice of the proposed action is filed with the Office of Administrative Law (OAL). A 45-day comment period will begin February 19 and will end with a public hearing in Los Angeles on April 6. A second public comment period will follow in May, and after other legal and administrative reviews are completed, the new regulations are estimated to get final OAL approval sometime in late July or early August.
- ❖ A tip for technicians . . . Inspection of the Malfunction Indicator Lights

(MIL) includes *only* those indicators located on the instrument panel. It is not necessary to check lights on components located elsewhere, such as under a passenger seat.

- ❖ BAR recently revised the Smog Check Technician Application (Form T-6) to remove references to obsolete categories and to make it easier to process. The previous version (6/96) is still acceptable, so either version can be used.
- ❖ Results of a recently released survey showed that Los Angeles is still the worst location in the nation for those who suffer from asthma. Sufferers in Los Angeles lost more work and school time

and went to emergency rooms for their attacks more than those in 13 other regions of the country, according to the study of 2,500 asthmatics and hundreds of doctors conducted by a group called Asthma in America. It said 46 percent of the asthmatic children surveyed in Los Angeles went to emergency rooms in the last year, while the national average was 32 percent. In Sacramento, 59 percent of those surveyed said they were limited in their recreational activities due to asthma, compared to 50 percent in Los Angeles and 48 percent nationally.